

## COMPLAINTS PROCEDURE FOR SERVICE USERS

Service Users have the same right of complaint as any other member of society.

Whilst we take all reasonable efforts to ensure we meet the service user's satisfaction, sometimes this may not occur. A service user is entitled to make a complaint about any aspect of the service or any person associated with the service provision.

The Australian HealthCall Group has a well established Complaints Management Procedure.

Complaints which are lodged directly with us are taken very seriously and their speedy resolution has been delegated to the General Manager or in the absence of the General Manager to the Service Manager. We undertake to commence investigation of the complaint within 24 hours of the issue being raised and will give feedback to the complainant as the investigation is proceeding.

If you wish to use an independent advocate we can provide you with this information.

We recognise some complaints which arise may be minor in nature, and a resolution may be readily reached that meets all parties' needs.

If you lodge a formal written complaint a written response will be provided within 7 days or any agreed timeframe. We will contact you again to find out if you are satisfied with the outcome or if you wish to seek further support.

We have a Continuous Improvement Policy whereby all feedback provided is reviewed so that we can improve service user satisfaction.